

Senior Services Department

City of Newton Performance Management Scorecard
December 2011

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Yearly Goal	Avg. Nov.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	65	65	69		361	499	
% of requestors who receive assistance	Maintain the % of people receiving assistance.		95	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.		95	100			100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	235	235	222		1447	1348	
Total rides provided	Maintain or increase the number of rides provided.	1614	1614	1621		10265	9096	
% of riders completely satisfied with timeliness with transportation service (semi-annually)	Maintain the level of satisfaction with the timeliness of the transportation services.		90	91.5			92	
% of riders completely satisfied overall with transportation service (semi-annually)	Maintain the level of overall satisfaction with the transportation services.		90	94			94	
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of participants attending programs.	49	49	50		289	308	
Number unique program participants	Maintain or increase the number of seniors receiving case management/social work services	395	395	350		2352	2949	
Total program participants	Maintain or increase the number of seniors receiving case management/social work services	1209	1209	871		6296	6550	
% of program attendees completely satisfied by	Maintain or increase the number of seniors receiving case management/social work services		95	96			70	

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency. The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.

The Home Contractor Referral Program is a service funded in part by a grant from Springwell (our local elder service agency) that provides referrals to electricians, plumbers, and handyman services with the purpose of assisting residents 60 and over to maintain their homes. The contractors are vetted by the Department of Senior Services based on certain criteria: appropriate licensing, insurance coverage, positive customer references, absence of formal complaints filed with the Attorney General's Office. The goal of the program is to help people remain in Newton for as long as possible.